
FIG. 2

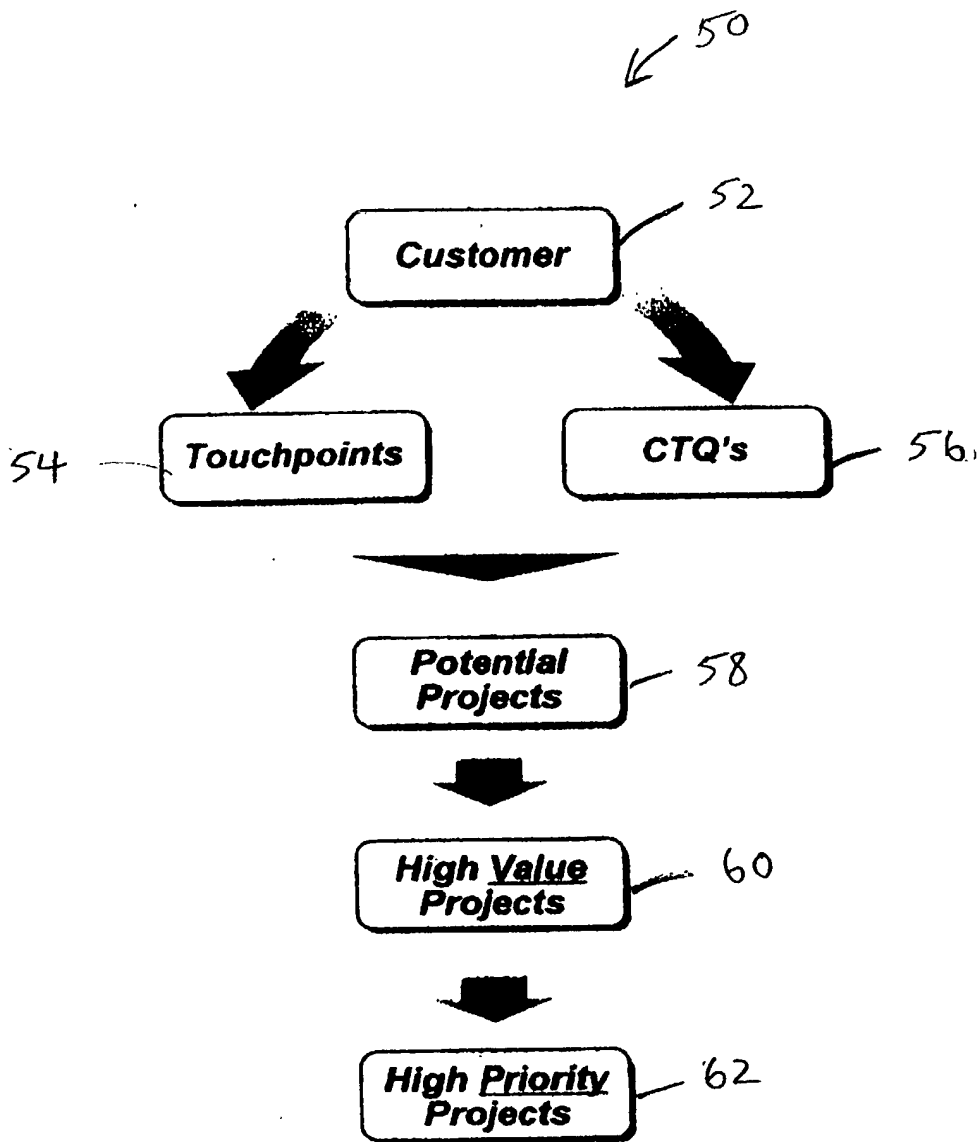


FIG. 3

100

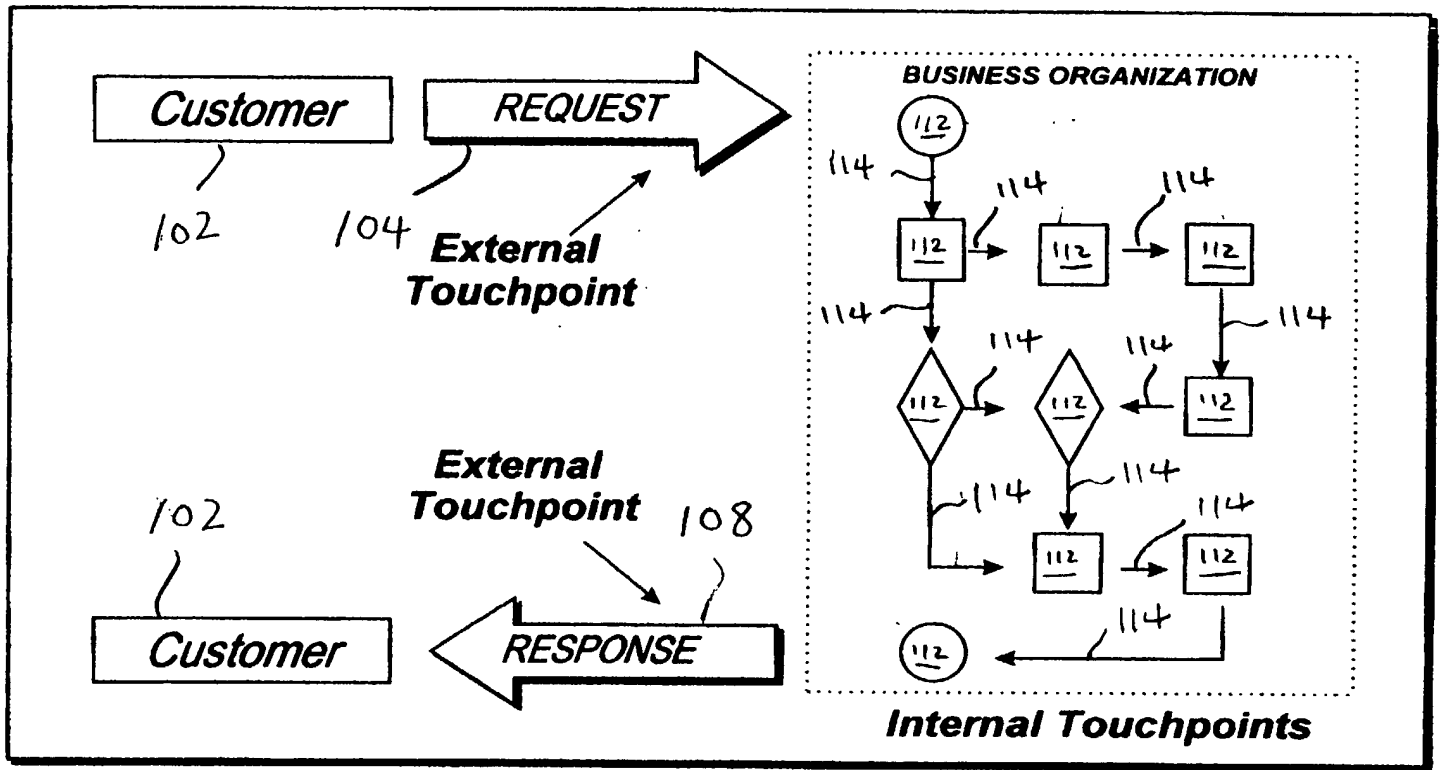


FIG. 4

152 154 156 158 160 160a 160b 160c 160d 160e 160f 150

1	Mktg Intelligence	Market Research - Focus Group (Lender Customer)	x							Person
2	-	- One-on-One Interviews (Lender Customer)	x							Person
3	-	- Surveys (Lender Customer)	x							
4	Product Mktg	Customer Validation (Agency Lender, Broker)	x	x	x					
5	MarCom NPI	Marketing Collateral - All Customer Segments and Consumer	x	x	x					Var Sales
6	-	Ordering Apps - All Customer Segments								
7	-	Ordering Rates - All Customer Segments								
8	-	Info on Hold - All Customer Segments and Consumer								
9	-	Just the Fax - All Customer Segments	x							
10	-	Promotions - All Customer Segments								
11	-	Customer Validation Collateral								Person
12	LPMI Closer	LPMI Calculator								

FIG. 5

Distribution Segments	Business Model	Business Goals
204 — Obtain Loans Consumer Direct	<ul style="list-style-type: none"> • Consumer Direct (Retail) • Local Presence • Multi-Products • Flow • Interact with Multiple Vendors • High Level Borrower Contact • Emerging dot.coms 	<u>Most Critical Goals</u> <ul style="list-style-type: none"> ★ Speed to Approve ★ Origination Cost/Closed Loan ★ Borrower Interaction: (Lead Generation and Customer Service) ★ Cross-Selling • Access to Technology • Automation (i.e. decision analytics) • Price (Pts., Fees, Rates) • Accuracy (Conformity to Guidelines) • Training • New Products • Vendor Mgmt • Enhance Execution Ability • Stability of Loans
206 — Obtain Loans Through Third Party Originations	<ul style="list-style-type: none"> • Third Party Originations (Wholesale) • High Level of Centralization • Outsourcing (u/w mostly) • Flow Only • Manage/Influence Vendor Approvals, Relationships • Limited Borrower Contact • High Influence on U/W Decision 	<u>Most Critical Goals</u> <ul style="list-style-type: none"> ★ Speed to Approve ★ Origination Cost/Closed Loan ★ Price (Pts., Fees, Rates) ★ Broker Interaction: (Lead Generation and Customer Service to Brokers) • Capacity/Cost of Funds (Warehouse Lines) • Consistency in Delivery • TPO Quality • Access to Technology • Automation (i.e. decision analytics) • Accuracy (Conformity to Guidelines) • Training • New Products • Vendor Mgmt • Cross-Selling • Enhance Execution Ability • Stability of Loans
208 — Procure Closed Loans/QC	<ul style="list-style-type: none"> • Procure Closed Loan/QC (Correspondent) • High Level of Centralization • Outsourcing • Obtain majority of loans from retail organizations • Bulk and Flow • Don't Work with a lot of Vendors • No Borrower Contact • High Influence on U/W Decision • Generally Higher Quality loans than wholesale 	<u>Most Critical Goals</u> <ul style="list-style-type: none"> ★ Speed to Fund ★ Cost/Loan ★ Price (Pts., Fees, Rates) ★ Front-end Partnerships for opportunities / TPO Quality • Bulk Pricing Consistency • Capacity/Cost of Funds (Warehouse Lines) • Consistency in Delivery • Access to Technology • Automation (i.e. decision analytics) • Accuracy (Conformity to Guidelines) • Training • New Products • Cross-Selling • Enhance Execution Ability • Stability of Loans • Lead Generation
210 — Refi Portfolio/ Purchase Servicing Rights	<ul style="list-style-type: none"> • Purchase servicing rights • Refi their own portfolio • High Level of Centralization • Rarely Outsourced • Flow • Interact with Multiple Vendors • High Level Borrower Contact • Varied Influence on U/W Decision 	<u>Most Critical Goals</u> <ul style="list-style-type: none"> ★ Speed to Close Refi ★ Cross-Selling ★ Data Mining/Decision Analytics (i.e. to solicit refi) • Accuracy (Conformity to Guidelines) • Servicing Leads • Access to Technology • Automation (i.e. decision analytics) • Training • New Products • Vendor Mgmt • Enhance Execution Ability • Stability of Loans

FIG. 6

250
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252 254 256

Project #	Owner	Project
1	Brimhall	Borrower Retention Model
2	Cardamone	Commercialize Omni
3	Ramsey	Automate AU Center via DEXMA
4	Jacobs	Expand, Improve, Simplify LMO
5	Johnson	Compliance Training (VA)
6	Stockton	Automate Ability for Lenders to Pull MI Rates into their LOS
7	Bovamik	Customer E-Cards (VA)
8	Zollo	Best Execution Wizard
9	Marsico	LPMI on the Web
10	Cardamone	Key Risk Measures to Customers
11	Ramsey	Compliance Checker on Web
12	Jacobs	Interactive Foreclosure Bidding
13	Zollo	Capital Efficiency Wizard
14	Reeves	ONLine Training
15	Brimhall	Cross-Sell Offers
16	Cardamone	Master Policy Application Online
17	Ramsey	DU Pushbutton
18	Jacobs	Electronic MDSRs
19	Reeves	MI Rate Wizard
20	Kalmanoff	Product Info (B2B and B2C)
22	Jacobs	Electronic Billing OnLine
23	Reeves	Non-Excel and Non-Easy Submit Loans
24	Ramsey	MI and Contract UW on 3rd Party sites
27	Kalmanoff	Lending Partner Locator
28	Ramsey	Expand LOS Direct Connects - Contract UW
32	Ramsey	Provide Access to On-Line Verification Tools
35	Ramsey	Offshore Fulfillment (India for Customers)

FIG. 7

302

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322

332

300

Distribution Segment	Top Level Indicators	Weight	Potential Future e-Business Offerings Project (relationship strength: H=9; M=3; L=1)																						
			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
"Obtain Loans Through Third Party Originations"	Speed to Approve	314	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9
	Orig Cost/Closed Loan	5	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
	Borrower Interaction	5	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
	Cross-Selling	2	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
	Total Consumer Direct	324	0	77	107	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
"Obtain Loans Through Third Party Originations"	Speed to Approve	316	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9
	Orig Cost/Closed Loan	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
	Price (Pts, fees, rates)	5	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
	Broker Interaction/TPO Qual	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
	Total Third Party	326	0	90	114	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
"Procure Closed Loans/QC"	Speed to Approve	318	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
	Cost/Loan	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
	Price	5	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9
	Partnerships/TPO Quality	5	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9
	Total Closed Loans	328	0	111	45	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
"Refi Portfolio / Purchase Servicing Rights"	Cost Effectiveness	320	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9
	Speed to Close Refi	4	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9
	Cross-Selling	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
	Data Mining/Decision Analy	5	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9
	Total Refi / Retention	330	90	12	0	90	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total All Segments			90	290	266	90	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

FIG. 8

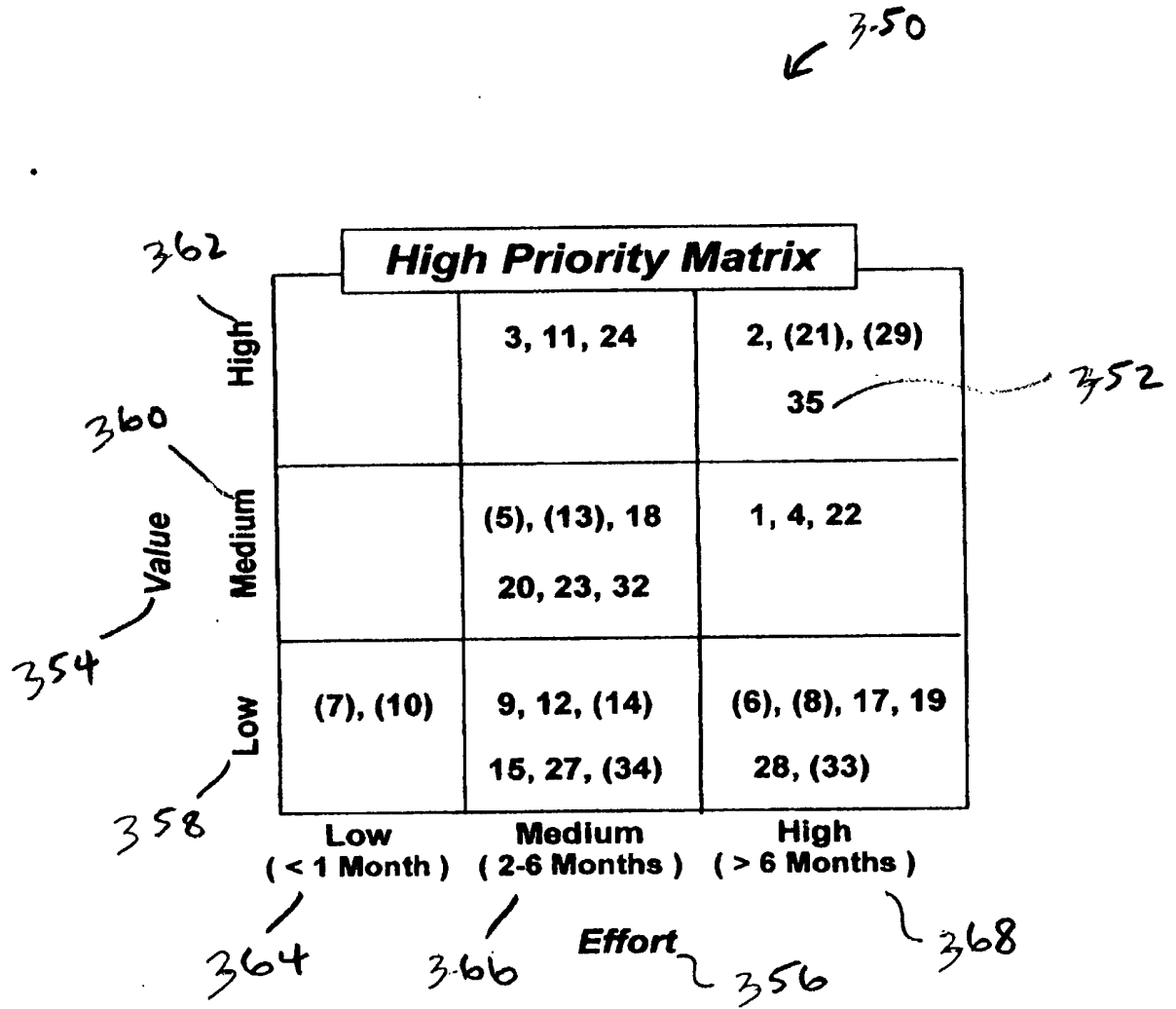


FIG. 9

402 404 406 400 408

Project	Owner	Project	Score
2	Cardamone	Commercialize Omni	290
3	Ramsey	Automate AU Central via DEXMA	266
24	Ramsey	MI and Contract UW on 3rd Party sites	186
11	Ramsey	Compliance Checker on Web	156
1	Brimhall	Borrower Retention Model	90
4	Jacobs	Expand, Improve, Simplify LMO	90
23	Reeves	Non-Excel and Non-Easy Submit Loans	72
20	Kalmanoff	Product Info (B2B and B2C)	50
32	Ramsey	Provide Access to On-Line Verification Tools	50
18	Jacobs	Electronic MDSRs	45
22	Jacobs	Electronic Billing OnLine	45
17	Ramsey	DU Pushbutton	39
28	Ramsey	Expand LOS Direct Connects - Contract UW	35
27	Kalmanoff	Lending Partner Locator	30
35	Ramsey	Offshore Fulfillment (India for Customers)	17
9	Marsico	LPMI on the Web	15
12	Jacobs	Interactive Foreclosure Bidding	15
15	Brimhall	Cross-Sell Offers	15
19	Reeves	MI Rate Wizard	5
5	Johnson	Compliance Training (VA)	0
6	Stockton	Automate Ability for Lenders to Pull MI Rates into their LOS	0
7	Bovarnik	Customer E-Cards (VA)	0
8	Zollo	Best Execution Wizard	0
10	Cardamone	Key Risk Measures to Customers	0
13	Zollo	Capital Efficiency Wizard	0
14	Reeves	ONLine Training	0
16	Cardamone	Master Policy Application Online	0

FIG. 10

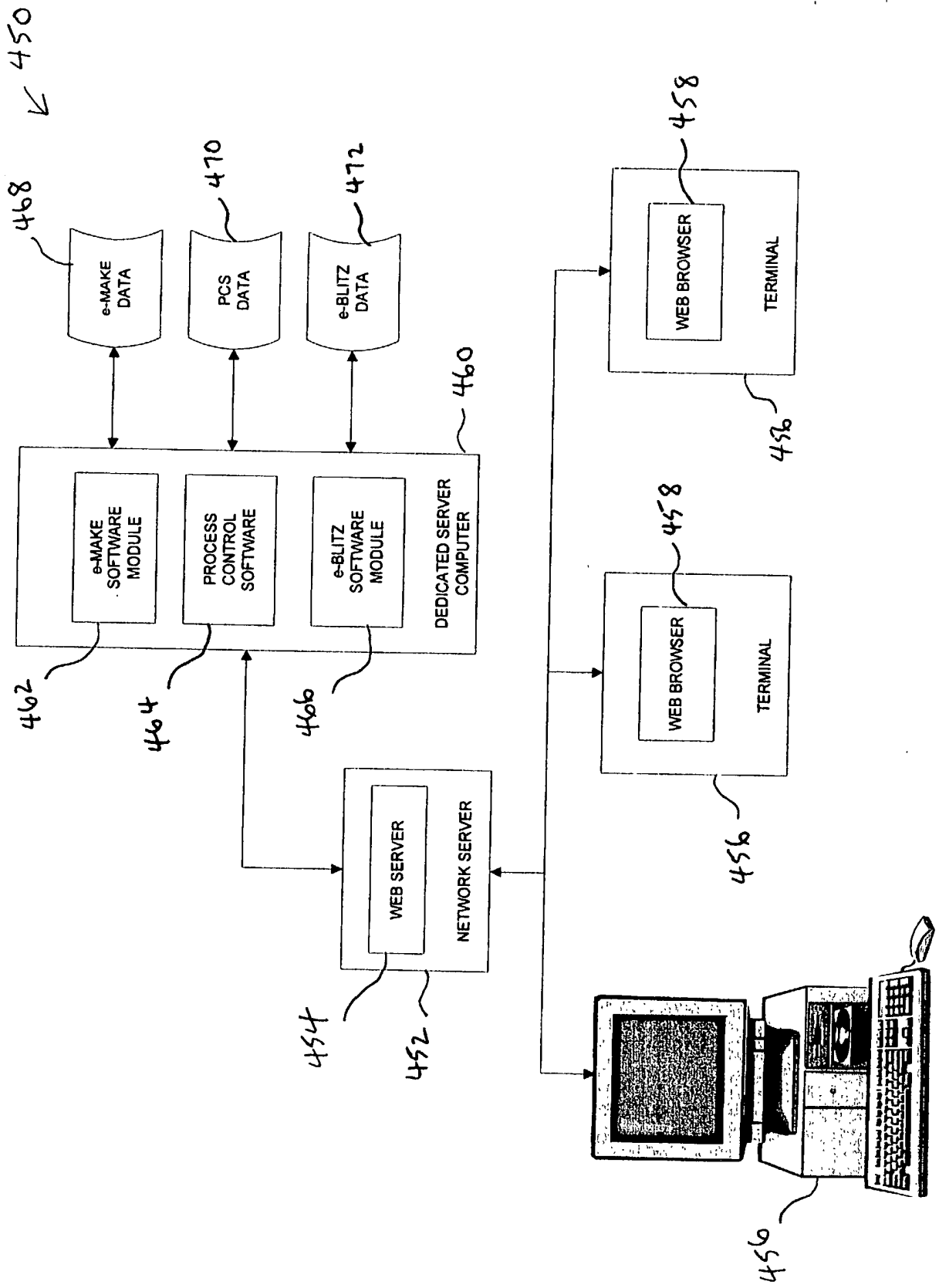


FIG. 11

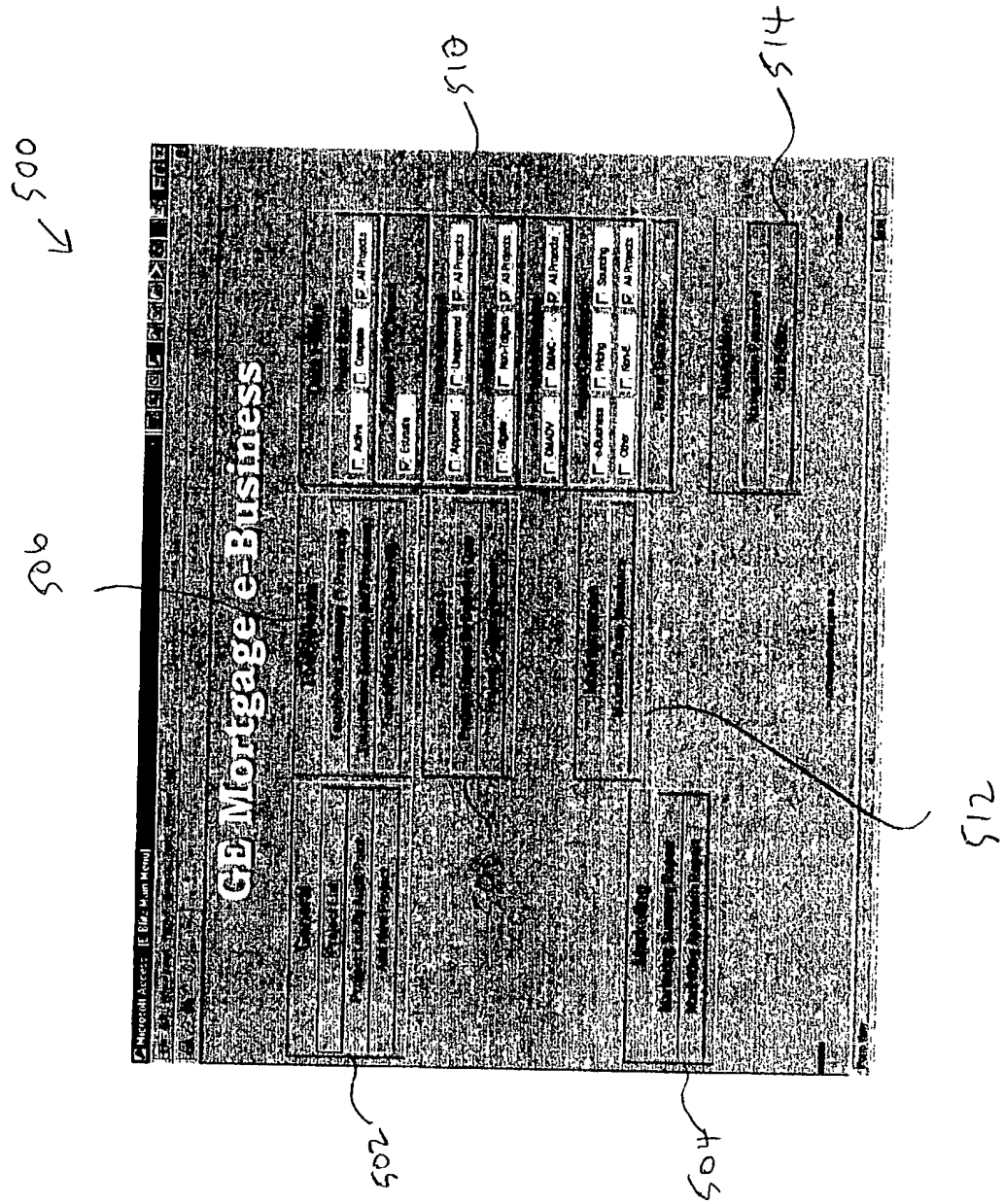


FIG. 12

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Microsoft Access [E-Biz - Main Menu]

GE Mortgage e-Business

Category	Sub-Category	Filter
Project Management	Project Management (All Projects)	<input type="checkbox"/> Active <input type="checkbox"/> Complete <input type="checkbox"/> All Projects
	Project Management (All Projects)	<input type="checkbox"/> Pending
	Project Management (All Projects)	<input type="checkbox"/> Approved <input type="checkbox"/> Unapproved <input type="checkbox"/> All Projects
	Project Management (All Projects)	<input type="checkbox"/> Active <input type="checkbox"/> Non-Active <input type="checkbox"/> All Projects
Management	Management (All Projects)	<input type="checkbox"/> DMAC <input type="checkbox"/> DMAC <input type="checkbox"/> All Projects
	Management (All Projects)	<input type="checkbox"/> Active <input type="checkbox"/> Pending <input type="checkbox"/> Search
	Management (All Projects)	<input type="checkbox"/> Other <input type="checkbox"/> Non-Other <input type="checkbox"/> All Projects
	Management (All Projects)	<input type="checkbox"/> Pending (All Projects)
Export	Export (All Projects)	<input type="checkbox"/> Pending (All Projects)
	Export (All Projects)	<input type="checkbox"/> Pending (All Projects)
	Export (All Projects)	<input type="checkbox"/> Pending (All Projects)
	Export (All Projects)	<input type="checkbox"/> Pending (All Projects)

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556

FIG. 13

[illegible][illegible]

↘ 059

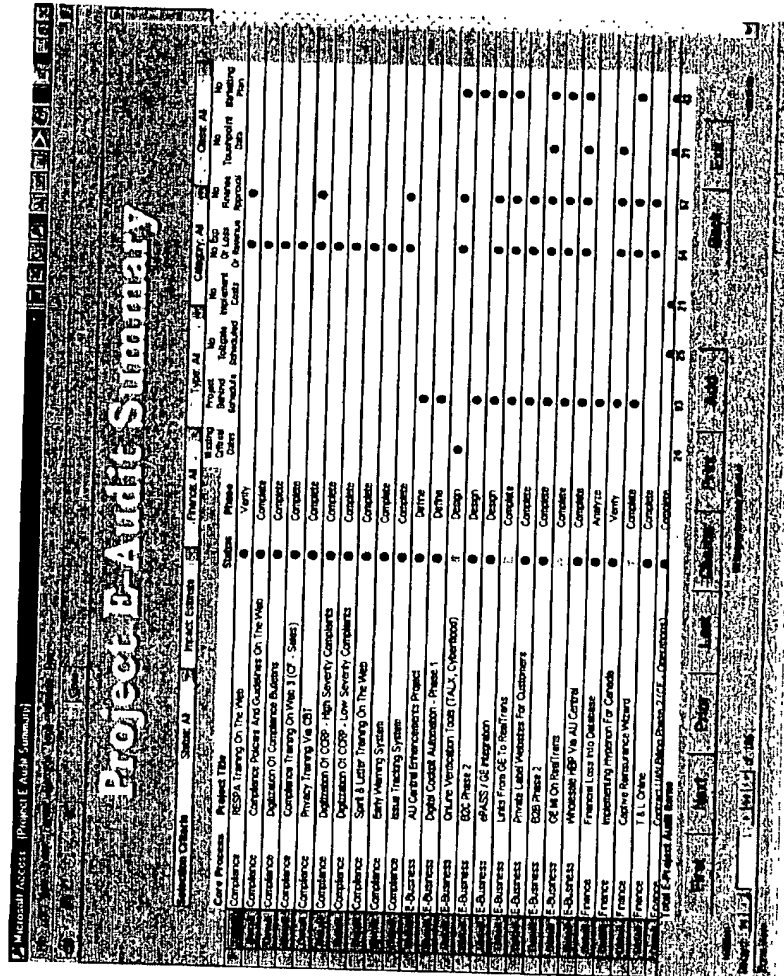


FIG. 15

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Microsoft Access: [Core Process Summary (DrillDown)]

E-Blitz Core Process DrillDown

Collection Criteria		Shore AI	Product Category	Force AI	Year AI	Category AI	Order AI																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																									
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Year Process	Products	Start Date	Web Site	Beginn	D M A I C	Exp	Cap																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																									
12	Force	12	73	40	19	54	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037	2038	2039	2040	2041	2042	2043	2044	2045	2046	2047	2048	2049	2050	2051	2052	2053	2054	2055	2056	2057	2058	2059	2060	2061	2062	2063	2064	2065	2066	2067	2068	2069	2070	2071	2072	2073	2074	2075	2076	2077	2078	2079	2080	2081	2082	2083	2084	2085	2086	2087	2088	2089	2090	2091	2092	2093	2094	2095	2096	2097	2098	2099	2100	2101	2102	2103	2104	2105	2106	2107	2108	2109	2110	2111	2112	2113	2114	2115	2116	2117	2118	2119	2120	2121	2122	2123	2124	2125	2126	2127	2128	2129	2130	2131	2132	2133	2134	2135	2136	2137	2138	2139	2140	2141	2142	2143	2144	2145	2146	2147	2148	2149	2150	2151	2152	2153	2154	2155	2156	2157	2158	2159	2160	2161	2162	2163	2164	2165	2166	2167	2168	2169	2170	2171	2172	2173	2174	2175	2176	2177	2178	2179	2180	2181	2182	2183	2184	2185	2186	2187	2188	2189	2190	2191	2192	2193	2194	2195	2196	2197	2198	2199	2200	2201	2202	2203	2204	2205	2206	2207	2208	2209	2210	2211	2212	2213	2214	2215	2216	2217	2218	2219	2220	2221	2222	2223	2224	2225	2226	2227	2228	2229	2230	2231	2232	2233	2234	2235	2236	2237	2238	2239	2240	2241	2242	2243	2244	2245	2246	2247	2248	2249	2250	2251	2252	2253	2254	2255	2256	2257	2258	2259	2260	2261	2262	2263	2264	2265	2266	2267	2268	2269	2270	2271	2272	2273	2274	2275	2276	2277	2278	2279	2280	2281	2282	2283	2284	2285	2286	2287	2288	2289	2290	2291	2292	2293	2294	2295	2296	2297	2298	2299	2300	2301	2302	2303	2304	2305	2306	2307	2308	2309	2310	2311	2312	2313	2314	2315	2316	2317	2318	2319	2320	2321	2322	2323	2324	2325	2326	2327	2328	2329	2330	2331	2332	2333	2334	2335	2336	2337	2338	2339	2340	2341	2342	2343	2344	2345	2346	2347	2348	2349	2350	2351	2352	2353	2354	2355	2356	2357	2358	2359	2360	2361	2362	2363	2364	2365	2366	2367	2368	2369	2370	2371	2372	2373	2374	2375	2376	2377	2378	2379	2380	2381	2382	2383	2384	2385	2386	2387	2388	2389	2390	2391	2392	2393	2394	2395	2396	2397	2398	2399	2400	2401	2402	2403	2404	2405	2406	2407	2408	2409	2410	2411	2412	2413	2414	2415	2416	2417	2418	2419	2420	2421	2422	2423	2424	2425	2426	2427	2428	2429	2430	2431	2432	2433	2434	2435	2436	2437	2438	2439	2440	2441	2442	2443	2444	2445	2446	2447	2448	2449	2450	2451	2452	2453	2454	2455	2456	2457	2458	2459	2460	2461	2462	2463	2464	2465	2466	2467	2468	2469	2470	2471	2472	2473	2474	2475	2476	2477	2478	2479	2480	2481	2482	2483	2484	2485	2486	2487	2488	2489	2490	2491	2492	2493	2494	2495	2496	2497	2498	2499	2500	2501	2502	2503	2504	2505	2506	2507	2508	2509	2510	2511	2512	2513	2514	2515	2516	2517	2518	2519	2520	2521	2522	2523	2524	2525	2526	2527	2528	2529	2530	2531	2532	2533	2534	2535	2536	2537	2538	2539	2540	2541	2542	2543	2544	2545	2546	2547	2548	2549	2550	2551	2552	2553	2554	2555	2556	2557	2558	2559	2560	2561	2562	2563	2564	2565	2566	2567	2568	2569	2570	2571	2572	2573	2574	2575	2576	2577	2578	2579	2580	2581	2582	2583	2584	2585	2586	2587	2588	2589	2590	2591	2592	2593	2594	2595	2596	2597	2598	2599	2600	2601	2602	2603	2604	2605	2606	2607	2608	2609	2610	2611	2612	2613	2614	2615	2616	2617	2618	2619	2620	2621	2622	2623	2624	2625	2626	2627	2628	2629	2630	2631	2632	2633	2634	2635	2636	2637	2638	2639	2640	2641	2642	2643	2644	2645	2646	2647	2648	2649	2650	2651	2652	2653	2654	2655	2656	2657	2658	2659	2660	2661	2662	2663	2664	2665	2666	2667	2668	2669	2670	2671	2672	2673	2674	2675	2676	2677	2678	2679	2680	2681	2682	2683	2684	2685	2686	2687	2688	2689	2690	2691	2692	2693	2694	2695	2696	2697	2698	2699	2700	2701	2702	2703	2704	2705	2706	2707	2708	2709	2710	2711	2712	2713	2714	2715	2716	2717	2718	2719	2720	2721	2722	2723	2724	2725	2726	2727	2728	2729	2730	2731	2732	2733	2734	2735	2736	2737	2738	2739	2740	2741	2742	2743	2744	2745	2746	2747	2748	2749	2750	2751	2752	2753	2754	2755	2756	2757	2758	2759	2760	2761	2762	2763	2764	2765	2766	2767	2768	2769	2770	2771	2772	2773	2774	2775	2776	2777	2778	2779	2780	2781	2782	2783	2784	2785	2786	2787	2788	2789	2790	2791	2792	2793	2794	2795	2796	2797	2798	2799	2800	2801	2802	2803	2804	2805	2806	2807	2808	2809	2810	2811	2812	2813	2814	2815	2816	2817	2818	2819	2820	2821	2822	2823	2824	2825	2826	2827	2828	2829	2830	2831	2832	2833	2834	2835	2836	2837	2838	2839	2840	2841	2842	2843	2844	2845	2846	2847	2848	2849	2850	2851	2852	2853	2854	2855	2856	2857	2858	2859	2860	2861	2862	2863	2864	2865	2866	2867	2868	2869	2870	2871	2872	2873	2874	2875	2876	2877	2878	2879	2880	2881	2882	2883	2884	2885	2886	2887	2888	2889	2890	2891	2892	2893	2894	2895	2896	2897	2898	2899	2900	2901	2902	2903	2904	2905	2906	2907	2908	2909	2910	2911	2912	2913	2914	2915	2916	2917	2918	2919	2920	2921	2922	2923	2924	2925	2926	2927	2928	2929	2930	2931	2932	2933	2934	2935	2936	2937	2938	2939	2940	2941	2942	2943	2944	2945	2946	2947	2948	2949	2950	2951	2952	2953	2954	2955	2956	2957	2958	2959	2960	2961	2962	2963	2964	2965	2966	2967	2968	2969	2970	2971	2972	2973	2974	2975	2976	2977	2978	2979	2980	2981	2982	2983	2984	2985	2986	2987	2988	2989	2990	2991	2992	2993	2994	2995	2996	2997	2998	2999	3000	3001	3002	3003	3004	3005	3006	3007	3008	3009	3010	3011	3012	3013	3014	3015	3016	3017	3018	3019	3020	3021	3022	3023	3024	3025	3026	3027	3028	3029	3030	3031	3032	3033	3034	3035	3036	3037	3038	3039	3040	3041	3042	3043	3044	3045	3046	3047	3048	3049	3050	3051	3052	3053	3054	3055	3056	3057	3058	3059	3060	3061	3062	3063	3064	3065	3066	3067	3068	3069	3070	3071	3072	3073	3074	3075	3076	3077	3078	3079	3080	3081	3082	3083	3084	3085	3086	3087	3088	3089	3090	3091	3092	3093	3094	3095	3096	3097	3098	3099	3100	3101	3102	3103	3104	3105	3106	3107	3108	3109	3110	3111	3112	3113	3114	3115	3116	3117	3118	3119	3120	3121	3122	3123	3124	3125	3126	3127	3128	3129	3130	3131	3132	3133	3134	3135	3136	3137	3138	3139	3140	3141	3142	3143	3144	3145	3146	3147	3148	3149	3150	3151	3152	3153	3154	3155	3156	3157	3158	3159	3160	3161	3162	3163	3164	3165	3166	3167	3168	3169	3170	3171	3172	3173	3174	3175	3176	3177	3178	3179	3180	3181	3182	3183	3184	3185	3186	3187	3188	3189	3190	3191	3192	3193	3194	3195	3196	3197	3198	3199	3200	3201	3202	3203	3204	3205	3206	3207	3208	3209	3210	3211	3212	3213	3214	3215	3216	3217	3218	3219	3220	3221	3222	3223	3224	3225	3226	3227	3228	3229	3230	3231	3232	3233	3234	3235	3236	3237	3238	3239	3240	3241	3242	3243	3244	3245	3246	3247	3248	3249	3250	3251	3252	3253	3254	3255	3256	3257	3258	3259	3260	3261	3262	3263	3264	3265	3266	3267	3268	3269	3270	3271	3272	3273	3274	3275	3276	3277	3278	3279	3280	3281	3282	3283	3284	3285	3286	3287	3288	3289	3290	3291	3292	3293	3294	3295	3296	3297	3298	3299	3300	3301	3302	3303	3304	3305	3306	3307	3308	3309	3310	3311	3312	3313	3314	3315	3316	3317	3318	3319	3320	3321	3322	3323	3324	3325	3326	3327	3328	3329	3330	3331	3332	3333	3334	3335	3336	333

008 ↗

802

FIG. 18

852 854 856 858 860 862 864

FIG. 19

900
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E-Blitz Team Data									
Project Title		Project Type		Project Status		On Track		Delivery Date	
IT1: Web Based Deal Approval Process		Tollgate		Design		On Schedule		October 2001	
Team Role		Team		Member Role		Percent			
Core Process / Functional Owner		Hunt, Don		Core Process Owner		5			
Process Owner		Dellapenna, Mark		Process Owner		5			
E-Business Leader		Morgan, William		Project Leader		50			
Subject Matter Expert		Suzerstein, Dennis		Subject Matter Expert		20			
Business Analyst		Wallerstein, Tim		Master Black Belt		20			
Black Belt				Black Belt					
Green Belt				Green Belt					
Systems Leader		Dorosh, Vye		Systems Leader		20			
Team Member		Tol, Susan		Team Member		10			
Team Member		Shenwood, Aida		Team Member		10			
Team Member									
Team Member									
Team Member									
Team Member									

FIG. 20

[illegible]

FIG. 21

1000
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Microsoft Access - E-Blitz TouchPoint Data

E-Blitz TouchPoint Data

Project Title: **IN1 - Web Based Deal Approval Process** | Project Type: **Tollgate** | Project Status: **Design** | On Track: ☒ | Delivery Date: **October 2001** | On Schedule: ☒

Item	Category	Internal	External	Total	Total Actual Functions
Initial Touchpoints					
Starting Baseline		13		13	58
Created					
Eliminated		9		9	
Web Enabled		0		0	
Existing Total		2		2	
Web-enabled Touchpoints					
Starting Baseline					
Created					
Eliminated					
Connected From Baseline					
Existing Total					
Final Touchpoints					
Starting Baseline		13		13	58
Created					
Eliminated		9		9	
Existing Total		2		2	
Percent Improved					
Percent Improved		84.6%		84.6%	16.8%
Percent Eliminated		69.2%		69.2%	34.6%

Fields: **Name** | **Category** | **Internal** | **External** | **Total** | **Updated** | **Ready** | **End**

FIG. 22

1050
✓

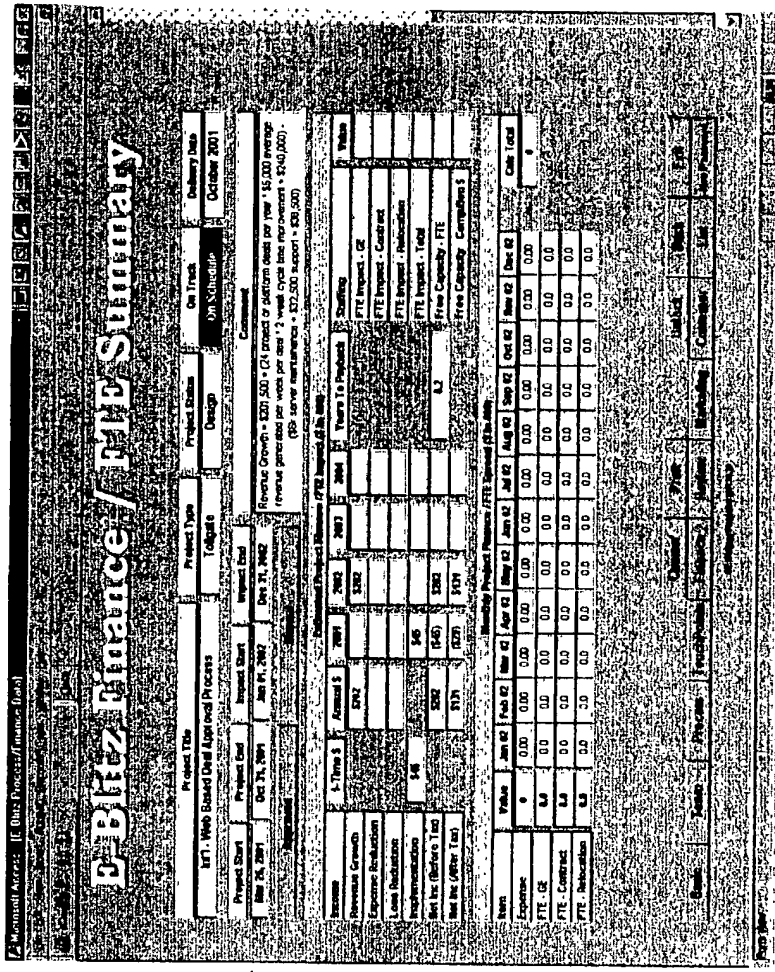


FIG. 23

0511 →

FIG. 25

FIG. 25

✓ 1200

FIG. 26

Project Financial Impact Summary

[illegible]

FIG. 27

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[illegible]

10

Microsoft Access - Finance Summary (On Time Process)

GE Mortgage e-Business

2001 Expense/FTE Summary - MISSO

Project	Status	Contract	Expense	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	YTD
Missouri Eastern (Phase 1) Utilization	U	270,000	Corporate	367	383	360	358									1,468	(1,468)
Also Documented On Contract With To Forewarn	U	900,000	Corporate	367	383	360	358									1,468	(1,468)
Northwestern Wisconsin - Damaged Districts - Florida	N	1,000,000	Corporate	367	383	360	358									1,468	(1,468)
Shing Shong \$3.6M (Phase 1 and 2) Utilization	U	3,000,000	Corporate	367	383	360	358									1,468	(1,468)
Missouri Eastern Fy 2001 (Phase 1 & 2) Utilization	U	3,000,000	Corporate	367	383	360	358									1,468	(1,468)
Missouri Eastern Fy 2001 (Phase 1 & 2) Utilization	U	3,000,000	Corporate	367	383	360	358									1,468	(1,468)
Missouri Eastern Fy 2001 (Phase 1 & 2) Utilization	U	3,000,000	Corporate	367	383	360	358									1,468	(1,468)
Missouri Eastern Fy 2001 (Phase 1 & 2) Utilization	U	3,000,000	Corporate	367	383	360	358									1,468	(1,468)
Missouri Eastern Fy 2001 (Phase 1 & 2) Utilization	U	3,000,000	Corporate	367	383	360	358									1,468	(1,468)
Missouri Eastern Fy 2001 (Phase 1 & 2) Utilization	U	3,000,000	Corporate	367	383	360	358									1,468	(1,468)
Missouri Eastern Fy 2001 (Phase 1 & 2) Utilization	U	3,000,000	Corporate	367	383	360	358									1,468	(1,468)
Missouri Eastern Fy 2001 (Phase 1 & 2) Utilization	U	3,000,000	Corporate	367	383	360	358									1,468	(1,468)
Missouri Eastern Fy 2001 (Phase 1 & 2) Utilization	U	3,000,000	Corporate	367	383	360	358									1,468	(1,468)
Missouri Eastern Fy 2001 (Phase 1 & 2) Utilization	U	3,000,000	Corporate	367	383	360	358									1,468	(1,468)
Missouri Eastern Fy 2001 (Phase 1 & 2) Utilization	U	3,000,000	Corporate	367	383	360	358									1,468	(1,468)
Missouri Eastern Fy 2001 (Phase 1 & 2) Utilization	U	3,000,000	Corporate	367	383	360	358									1,468	(1,468)
Missouri Eastern Fy 2001 (Phase 1 & 2) Utilization	U	3,000,000	Corporate	367	383	360	358									1,468	(1,468)
Missouri Eastern Fy 2001 (Phase 1 & 2) Utilization	U	3,000,000	Corporate	367	383	360	358									1,468	(1,468)
Missouri Eastern Fy 2001 (Phase 1 & 2) Utilization	U	3,000,000	Corporate	367	383	360	358									1,468	(1,468)
Missouri Eastern Fy 2001 (Phase 1 & 2) Utilization	U	3,000,000	Corporate	367	383	360	358									1,468	(1,468)
Missouri Eastern Fy 2001 (Phase 1 & 2) Utilization	U	3,000,000	Corporate	367	383	360	358									1,468	(1,468)
Missouri Eastern Fy 2001 (Phase 1 & 2) Utilization	U	3,000,000	Corporate	367	383	360	358									1,468	(1,468)
Missouri Eastern Fy 2001 (Phase 1 & 2) Utilization	U	3,000,000	Corporate	367	383	360	358									1,468	(1,468)
Missouri Eastern Fy 2001 (Phase 1 & 2) Utilization	U	3,000,000	Corporate	367	383	360	358									1,468	(1,468)
Missouri Eastern Fy 2001 (Phase 1 & 2) Utilization	U	3,000,000	Corporate	367	383	360	358									1,468	(1,468)
Missouri Eastern Fy 2001 (Phase 1 & 2) Utilization	U	3,000,000	Corporate	367	383	360	358									1,468	(1,468)
Missouri Eastern Fy 2001 (Phase 1 & 2) Utilization	U	3,000,000	Corporate	367	383	360	358									1,468	(1,468)
Missouri Eastern Fy 2001 (Phase 1 &																	

FIG. 29

1400



Microsoft Access: Finance Summary for All Year Processes														
GE Mortgage e-Business														
2001 Expense/FTE Summary														
Function Category	Static Control	Inspect Estimate	Finance All	Type All	Category All	Class All								
Cost Process	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	YTD Actual
Compliance														
E-Business														
Finance	(1,17)	(1,13)	(1,12)	(1,11)	(1,10)	(1,09)	(1,08)	(1,07)	(1,06)	(1,05)	(1,04)	(1,03)	(1,02)	(1,01)
HR	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)
Investments	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)
Legal	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)
Marketing	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)
MIS/IS	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)
Operations & LUN	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)
Risk	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)
Sales	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)
Sourcing	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)
Systems	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)
UN M	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)
Total E-Project Expense Reduction	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)
All Other Reductions / Increases	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)
Targeted Cost Reduction (B-PP)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)
E-Project % Of Total	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)
Current Year Actual	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)
Current Year Plan	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)
Current Year Reduction To Plan	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)
Prior Year Actual	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)
Reduction To Prior Year	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)	(1,1)

FIG. 30

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FIG. 31

1500
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TouchPoints - All Core Processes														
Location	City	State	Zip	Phone	Fax	Web	Email	Address	City	State	Zip	Phone	Fax	Web
Atlanta	Atlanta	GA	30308	404.525.1110	404.525.1110	www.touchpoints.com	atl@touchpoints.com	100 Peachtree St. N.W.	Atlanta	GA	30308	404.525.1110	404.525.1110	www.touchpoints.com
Boston	Boston	MA	02108	617.552.1110	617.552.1110	www.touchpoints.com	bos@touchpoints.com	100 State St.	Boston	MA	02108	617.552.1110	617.552.1110	www.touchpoints.com
Chicago	Chicago	IL	60601	312.552.1110	312.552.1110	www.touchpoints.com	chi@touchpoints.com	100 Wacker Drive	Chicago	IL	60601	312.552.1110	312.552.1110	www.touchpoints.com
Dallas	Dallas	TX	75201	214.552.1110	214.552.1110	www.touchpoints.com	dal@touchpoints.com	100 Ross Ave.	Dallas	TX	75201	214.552.1110	214.552.1110	www.touchpoints.com
Denver	Denver	CO	80202	303.552.1110	303.552.1110	www.touchpoints.com	den@touchpoints.com	100 17th St.	Denver	CO	80202	303.552.1110	303.552.1110	www.touchpoints.com
Detroit	Detroit	MI	48201	313.552.1110	313.552.1110	www.touchpoints.com	det@touchpoints.com	100 Griswold St.	Detroit	MI	48201	313.552.1110	313.552.1110	www.touchpoints.com
Houston	Houston	TX	77001	281.552.1110	281.552.1110	www.touchpoints.com	hou@touchpoints.com	100 Main St.	Houston	TX	77001	281.552.1110	281.552.1110	www.touchpoints.com
Los Angeles	Los Angeles	CA	90001	213.552.1110	213.552.1110	www.touchpoints.com	la@touchpoints.com	100 Wilshire Blvd.	Los Angeles	CA	90001	213.552.1110	213.552.1110	www.touchpoints.com
London	London	UK	EC2A 4PU	020.7552.1110	020.7552.1110	www.touchpoints.com	lon@touchpoints.com	100 Abchurch Lane	London	UK	EC2A 4PU	020.7552.1110	020.7552.1110	www.touchpoints.com
Madrid	Madrid	ES	28014	91.552.1110	91.552.1110	www.touchpoints.com	mad@touchpoints.com	100 Calle de Alcalá	Madrid	ES	28014	91.552.1110	91.552.1110	www.touchpoints.com
Miami	Miami	FL	33101	305.552.1110	305.552.1110	www.touchpoints.com	mia@touchpoints.com	100 Biscayne Blvd.	Miami	FL	33101	305.552.1110	305.552.1110	www.touchpoints.com
Minneapolis	Minneapolis	MN	55401	612.552.1110	612.552.1110	www.touchpoints.com	min@touchpoints.com	100 Hennepin Ave.	Minneapolis	MN	55401	612.552.1110	612.552.1110	www.touchpoints.com
New York	New York	NY	10001	212.552.1110	212.552.1110	www.touchpoints.com	ny@touchpoints.com	100 W. 42nd St.	New York	NY	10001	212.552.1110	212.552.1110	www.touchpoints.com
Phoenix	Phoenix	AZ	85001	602.552.1110	602.552.1110	www.touchpoints.com	phx@touchpoints.com	100 N. Central Ave.	Phoenix	AZ	85001	602.552.1110	602.552.1110	www.touchpoints.com
Portland	Portland	OR	97201	503.552.1110	503.552.1110	www.touchpoints.com	por@touchpoints.com	100 SW 5th Ave.	Portland	OR	97201	503.552.1110	503.552.1110	www.touchpoints.com
San Francisco	San Francisco	CA	94101	415.552.1110	415.552.1110	www.touchpoints.com	sfo@touchpoints.com	100 Montgomery St.	San Francisco	CA	94101	415.552.1110	415.552.1110	www.touchpoints.com
Seattle	Seattle	WA	98101	206.552.1110	206.552.1110	www.touchpoints.com	sea@touchpoints.com	100 4th Ave.	Seattle	WA	98101	206.552.1110	206.552.1110	www.touchpoints.com
St. Louis	St. Louis	MO	63101	314.552.1110	314.552.1110	www.touchpoints.com	slu@touchpoints.com	100 N. 7th St.	St. Louis	MO	63101	314.552.1110	314.552.1110	www.touchpoints.com
Tampa	Tampa	FL	33601	813.552.1110	813.552.1110	www.touchpoints.com	tan@touchpoints.com	100 N. Franklin St.	Tampa	FL	33601	813.552.1110	813.552.1110	www.touchpoints.com
Wash. DC	Washington	DC	20001	202.552.1110	202.552.1110	www.touchpoints.com	wdc@touchpoints.com	100 Constitution Ave. NE	Washington	DC	20001	202.552.1110	202.552.1110	www.touchpoints.com
Wichita	Wichita	KS	67201	316.552.1110	316.552.1110	www.touchpoints.com	wic@touchpoints.com	100 E. 10th St.	Wichita	KS	67201	316.552.1110	316.552.1110	www.touchpoints.com
Winnipeg	Winnipeg	MB	R3S 0V6	204.552.1110	204.552.1110	www.touchpoints.com	wpg@touchpoints.com	100 Portage Ave.	Winnipeg	MB	R3S 0V6	204.552.1110	204.552.1110	www.touchpoints.com
Yokohama	Yokohama	JP	22001	045.552.1110	045.552.1110	www.touchpoints.com	yok@touchpoints.com	100 Minato Mirai 2-chome	Yokohama	JP	22001	045.552.1110	045.552.1110	www.touchpoints.com

FIG. 32

0551 ✓

Microsoft Access: [Summary Report] - [Delivery Date]									
GE Mortgage e-Business									
Project Delivery Schedule									
Delivery	Priority	Cost Phase	Project Leader	System Lead	Project Title	Category	Class	Class	Class
December 1999	D	Operations & LTV	Carroll, Jim	Donna, Kile	End On The Net	External	DMADV	DMADV	DMADV
May 2000	D	Marketing	John, Greg	John, Bob	Early Subsid On The Net	External	DMADV	DMADV	DMADV
	D	Marketing	John, Greg	John, Bob	Single Premium Return Calculator	Both	DMADV	DMADV	DMADV
	D	Marketing	John, Greg	John, Bob	Market Research Electronic Surveys	Both	DMADV	DMADV	DMADV
	D	Marketing	John, Greg	John, Bob	Product Information On The STE Web Site	Internal	DMADV	DMADV	DMADV
June 2000	C	Compliance	Fab, Jane	Unknown	Consideration Policies And Guidelines On The Web	Internal	DMADV	DMADV	DMADV
	D	Compliance	Fab, Jane	Unknown	Digitalization Of Compliance Business	Internal	DMADV	DMADV	DMADV
	D	E-Business	Ward, Michael	Holt, Bob	Unit Form GE To Right Lines	Internal	DMADV	DMADV	DMADV
	D	Investments	Bel, Keith	Matthew, Matt	Investment Policy On The Internet	Internal	DMADV	DMADV	DMADV
	D	Marketing	Thom, Ann	Holt, Bob	e-Market Penetration	Internal	DMADV	DMADV	DMADV
July 2000	A	HR	Sutton, Steve	Sutton, Steve	World Wide System (P. 1) Section	Unknown	DMADV	DMADV	DMADV
	D	HR	Constance, Lynn	John, Christine	Online HR On Line	Internal	DMADV	DMADV	DMADV
	D	Marketing	Barney, Michael	Ward, Michael	Online Report Access 1	Internal	DMADV	DMADV	DMADV
	D	Marketing	John, Keith	Sutton, Steve	e-VOIC Online - P. 1 Process	Internal	DMADV	DMADV	DMADV
	D	Marketing	Sutton, Steve	Sutton, Steve	UPM On The Net	Internal	DMADV	DMADV	DMADV
August 2000	D	Investments	Bel, Keith	Matthew, Matt	Investment Accounting Software Functionality	Internal	DMADV	DMADV	DMADV
	D	Legal	Constance, Lynn	Unknown	Intellectual Property / Legal On Line	Internal	DMADV	DMADV	DMADV
	D	Marketing	John, Keith	Ward, Michael	Marketing Internal	Internal	DMADV	DMADV	DMADV
	D	Marketing	Thom, Ann	Holt, Bob	User ID Card Production	Internal	DMADV	DMADV	DMADV
September 2000	B	E-Business	Mazze, Mike	Shaw, Gary	E-Biz Database - Financials	Internal	DMADV	DMADV	DMADV
	D	E-Business	Michael, Michael	Holt, Bob	Product Labels Websites For Customers	Internal	DMADV	DMADV	DMADV
	D	Marketing	Barney, Michael	Ward, Michael	Product Management	Internal	DMADV	DMADV	DMADV
	D	Marketing	John, Keith	Sutton, Steve	Readings 1, P. 1 VOIC & MFI	Both	DMADV	DMADV	DMADV
	D	Marketing	William, Barry	Sutton, Steve	Auto Download Of Closing Into T-3 Services	Internal	DMADV	DMADV	DMADV
	D	Operations & LTV	Carroll, Jim	Holt, Bob	On-Site Investment Web Page End On The Web	Internal	DMADV	DMADV	DMADV
	D	Operations & LTV	Thom, Ann	Holt, Bob	Automate All Credit MTD Online (OU)	Internal	DMADV	DMADV	DMADV
	D	Systems	Unknown	Unknown	Security Operation	Unknown	DMADV	DMADV	DMADV

FIG. 33

Project Tollgate Review

[illegible]

Block C headline

FIG. 34

Microsoft Access: [Controlling Maintenance]

Team Member Maintenance

Full Name	Last Name	Full Name	Work Phone	Care Process	Accile
Adrian	Adrian	Adrian, Mark	913-866-5338	Systems	Y
Adams	Adams	Adams, Dale	913-866-5313	E-Access	Y
Adcox	Adcox	Adcox, Beth	913-866-5640	MS20	Y
Adkinson	Adkinson	Adkinson, John	913-870-2443	Marketing	Y
Christie	Allen	Allen, Christine	913-870-2488	Systems	Y
Pope	Allison	Allison, Pope	913-869-5659	Systems	Y
Allen	Anderson	Anderson, Julie	913-869-5659	Operations & LHM	Y
Orris	Anderson	Anderson, Chris	913-866-5353	Marketing	Y
Sa	Armstrong	Armstrong, Ed	913-869-5659	MS20	Y
Sutton	Armstrong	Armstrong, Sandra	913-866-5353	Rel	Y
Kurt	Arnett	Arnett, Kurt	913-866-5718	Marketing	Y
Nancy	Arnett	Arnett, Nancy	913-866-5438	Systems	Y
Shaw	Arvitz	Arvitz, Dave	913-866-5645	Systems	Y
Jen	Arnold	Arnold, Jim	913-866-5624	Systems	Y
Henne	Arnold	Arnold, Marlene	913-866-5353	MS20	Y
Chen	Aschbacher	Aschbacher, Jennifer	913-869-5659	Operations & LHM	Y
Dawn	Aschbacher	Aschbacher, Jennifer	913-866-5449	MS20	Y
RN	Aschbacher	Aschbacher, John	913-866-5301	MS20	Y
Tammy	Aycock	Aycock, Paul	913-869-5659	France	Y
Shari	Baer	Baer, Shari	913-866-5116	MS20	Y
Jeff	Baer	Baer, Jeff	913-866-5659	Systems	Y
Karen	Barnes	Barnes, Karen	913-869-5659	E-Access	Y
Jude	Barnes	Barnes, Julie	913-866-5408	MS20	Y
Bel	Beck	Beck, Keith	913-866-5157	Marketing	Y
Dena	Bennett	Bennett, Dena	913-866-5659	France	Y
Tom	Berry	Berry, Tom	913-866-5353	Systems	Y
Bob	Berry	Berry, Bob	913-866-5178	Systems	Y

Full Name	Last Name	Full Name	Work Phone	Care Process	Accile
Adrian	Adrian	Adrian, Mark	913-866-5338	Systems	Y
Adams	Adams	Adams, Dale	913-866-5313	E-Access	Y
Adcox	Adcox	Adcox, Beth	913-866-5640	MS20	Y
Adkinson	Adkinson	Adkinson, John	913-870-2443	Marketing	Y
Christie	Allen	Allen, Christine	913-870-2488	Systems	Y
Pope	Allison	Allison, Pope	913-869-5659	Systems	Y
Allen	Anderson	Anderson, Julie	913-869-5659	Operations & LHM	Y
Orris	Anderson	Anderson, Chris	913-866-5353	Marketing	Y
Sa	Armstrong	Armstrong, Ed	913-869-5659	MS20	Y
Sutton	Armstrong	Armstrong, Sandra	913-866-5353	Rel	Y
Kurt	Arnett	Arnett, Kurt	913-866-5718	Marketing	Y
Nancy	Arnett	Arnett, Nancy	913-866-5438	Systems	Y
Shaw	Arvitz	Arvitz, Dave	913-866-5645	Systems	Y
Jen	Arnold	Arnold, Jim	913-866-5624	Systems	Y
Henne	Arnold	Arnold, Marlene	913-866-5353	MS20	Y
Chen	Aschbacher	Aschbacher, Jennifer	913-869-5659	Operations & LHM	Y
Dawn	Aschbacher	Aschbacher, Jennifer	913-866-5449	MS20	Y
RN	Aschbacher	Aschbacher, John	913-866-5301	MS20	Y
Tammy	Aycock	Aycock, Paul	913-869-5659	France	Y
Shari	Baer	Baer, Shari	913-866-5116	MS20	Y
Jeff	Baer	Baer, Jeff	913-866-5659	Systems	Y
Karen	Barnes	Barnes, Karen	913-869-5659	E-Access	Y
Jude	Barnes	Barnes, Julie	913-866-5408	MS20	Y
Bel	Beck	Beck, Keith	913-866-5157	Marketing	Y
Dena	Bennett	Bennett, Dena	913-866-5659	France	Y
Tom	Berry	Berry, Tom	913-866-5353	Systems	Y
Bob	Berry	Berry, Bob	913-866-5178	Systems	Y

FIG. 35

1700
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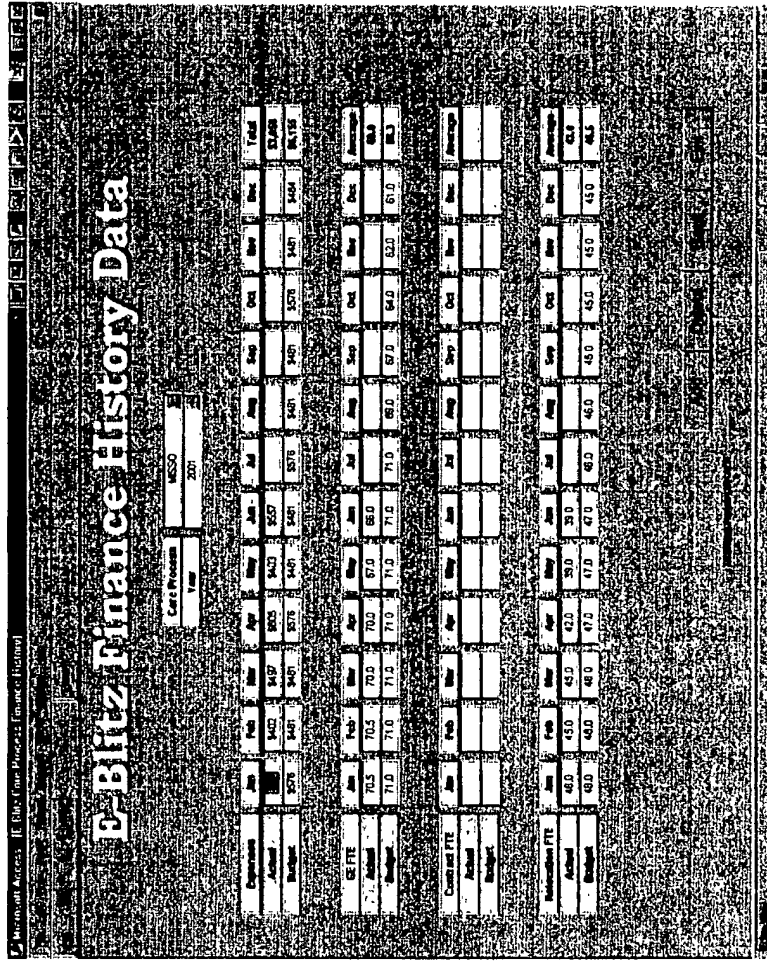


FIG. 36

1002363001 10221001

1750

Microsoft Access: Core Process List									
Core Process List									
Core Process	Core Process Owner	Business Leader	Total External Technologists	Internal Technologists	Web Technologists	Total Internal Technologists	Total External Technologists	Total Technologists	Notes
Capital Markets		John, Jim	7	88	7	103	110	110	<ALL>
Compliance	Jarvis, Debbie	John, Jim	5	5	1	11	16	16	<ALL>
Corporate Services	Accett, Jerry	Robert, Kevin							<ALL>
Equities	Neuman, Tom	Robert, Kevin							<ALL>
Executive	Marin, Tom	Marin, Tom							<ALL>
Finance	Wolcott, Ted	John, Kevin	58	511	13	144	1,481	1,625	<ALL>
Growth	Stockton, Dean	Stockton, Dean							<ALL>
HR	Rabitz, Joanne	Winters, Neil	888	3543	5	22	1,260	2,136	<ALL>
Investments	Wolcott, Ted	John, Kevin							<ALL>
Legal	Miller, Gary	O'Connor, Al	44	54	8	8	106	150	<ALL>
Marketing	Finn, Linda	Deane, Joyce	42	210	5	5	157	267	<ALL>
M&A	Jacobs, Jerry	Williamson, Betty	154	118	5	5	277	375	<ALL>
Operations & UAW	Randall, Marvyn	Forster, Angus	58	84	7	19	159	241	<ALL>
Quality	Deane, Rick	Deane, Rick	1	102			103	104	<ALL>
Risk	Marasco, Sam	Dodsworth, Neil	28	135	2		165	193	<ALL>
Sales	Randall, Marvyn	Crath, Vince	47	321	4	27	399	471	<ALL>
Sourcing	Gargano, Frank	Gargano, Frank	5	5			10	15	<ALL>
Systems	Leif, Don	Deane, Jerry							<ALL>
UAW	Hol, Ernie	Corrigan, Joe							<ALL>

FIG. 37

1800
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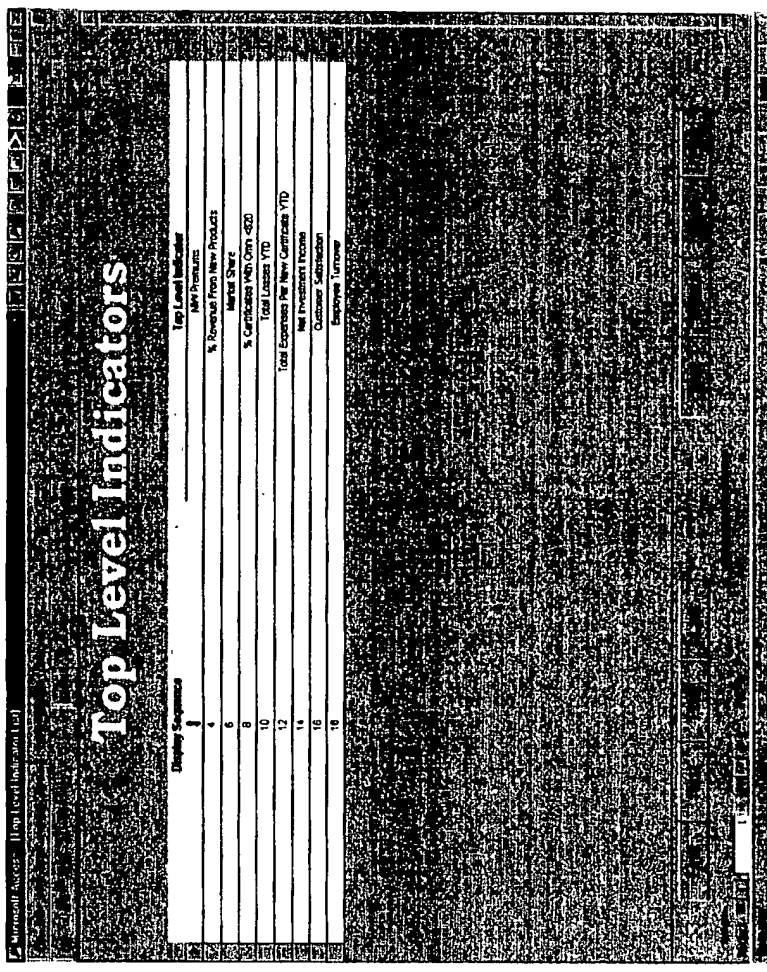


FIG. 38

1850
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Customer Title List		
Entry Sequence	Customer Title	
1	CEO/President	
2	VP Operations	
3	VP Operations	
4	VP Production	
5	VP Production	
6	VP Production	
7	VP Production	
8	VP Production	
9	VP Production	
10	VP Production	
11	VP Production	
12	VP Production	
13	VP Production	
14	VP Production	
15	VP Production	
16	VP Production	
17	VP Production	
18	VP Production	
19	VP Production	
20	VP Production	
21	VP Production	
22	VP Production	
23	VP Production	
24	VP Production	
25	VP Production	
26	VP Production	
27	VP Production	
28	VP Production	
29	VP Production	
30	VP Production	
31	VP Production	
32	VP Production	
33	VP Production	
34	VP Production	

FIG. 39

1900



Microsoft Access [E-Blitz System Parameters]

E-Blitz System Parameters

Parameter	GE Endpoints	Last Update	Release ID	Business Function
	GE Energy	02/02/2010	GE Energy Inventory 2010 (BLN)	GE Energy Accounts
Competition #1	Competition #1	Competition #1	Competition #1	Competition #1
WCC	WCC	WCC	WCC	WCC

Current System Parameter	New System Parameter	Current New Parameter

Current Primary Parameter	New Primary Parameter	Current New Parameter

Current Secondary Parameter	New Secondary Parameter	Current New Parameter

Current Finance Parameter	New Finance Parameter	Current New Parameter

FIG. 40

